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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Debra Beibesheimer, et al.

Examiner: Isaac M. Woo

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**For: CUSTOMER SELF SERVICE SUBSYSTEM
FOR CLASSIFYING USER CONTEXTS**

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PRELIMINARY AMENDMENT

Sir:

Applicants respectfully request the consideration and entry of the following amendments and remarks in the above-identified application

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 11 of this paper.

CERTIFICATION OF FACSIMILE TRANSMISSION

I hereby certify that this paper is being facsimile transmitted to the Patent and Trademark Office on the date shown below.

Dated: February 4, 2004

Steven Fischman